



New Hampshire Community Mental Health Agreement Quarterly Data Report

January - March 2019

New Hampshire Department of Health and Human Services
Office of Quality Assurance and Improvement

July 3, 2019

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

Community Mental Health Agreement Quarterly Report

New Hampshire Department of Health and Human Services

Publication Date:

Reporting Period: 1/1/2019 – 3/31/2019

Notes for Quarter

- Revised and renamed Table 1b to improve outcome reporting of ACT screenings that result in new ACT clients. This table now reflects a retrospective analysis for the two most recent quarters that data is available. A retrospective analysis is used for this reporting because the receipt of ACT services commences after the client is found appropriate and then enrolled in ACT. The documentation of the delivery of ACT services to the client may take several weeks to capture within this report based on ACT cost center data cycles.
- Created a new Table 1c to report the total number of all individuals added to ACT during the current reporting period. These are individuals that began receiving ACT services within the current period based on data processed through the ACT cost center for the current period.
- Combined ACT Staffing Competencies into one table (formerly Tables 2b-2d); all competency data are displayed in Table 2b.
- Moved the Employment Status Point in Time data (formerly Tables 12a and 12b) to be directly following the Supported Employment Penetration Rate table. Tables 3a, 3b, and 3c now contain all employment and Supported Employment information.
- Renumbered the table reporting ACT Waiting List information to Table 1d; it was formerly Table 1c.
- Tables 8 through 10 have been realigned to improve the clarity of information reported.
- During the reporting period, and in preparation for the transition of the HBSP to a regionally delivered program model, the Bureau of Mental Health Services, in collaboration with the Housing Bridge Subsidy Program provider and the CMHC referring agents, completed a review of pending HBSP applications and approved HBSP applicants waiting to obtain an HBSP funded unit. The review resulted in numerous status changes that are documented in Appendix A.

1a. Community Mental Health Center Services: Unique Count of Adult Assertive Community Treatment Clients

Community Mental Health Center	January 2019	February 2019	March 2019	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	117	116	120	126	123
02 West Central Behavioral Health	40	39	41	48	49
03 Lakes Region Mental Health Center	49	51	51	54	54
04 Riverbend Community Mental Health Center	94	96	96	106	93
05 Monadnock Family Services	59	58	59	61	62
06 Community Council of Nashua	72	75	67	79	87
07 Mental Health Center of Greater Manchester	319	309	303	335	333
08 Seacoast Mental Health Center	73	71	70	73	72
09 Community Partners	67	64	66	72	68
10 Center for Life Management	52	48	51	56	55
Total Unique Clients	942	926	923	1,007	997
Unique Clients Receiving ACT Services 4/1/2018 to 3/31/2019: 1,186					

Revisions to Prior Period: None.

Data Source: NH Phoenix 2

Notes: Data extracted 4/17/2019; clients are counted only one time regardless of how many services they receive.

1b. Community Mental Health Center Services: Assertive Community Treatment Screening and Resultant New ACT Clients

Community Mental Health Center	October - December 2018 Retrospective Analysis			July - September 2018 Retrospective Analysis		
	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening	Unique Clients Screened	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening
01 Northern Human Services	1,192	24	6	1,128	27	4
02 West Central Behavioral Health	263	1	0	306	9	2
03 Lakes Region Mental Health Center	974	19	2	652	17	0
04 Riverbend Community Mental Health Center	1,481	8	1	1,401	9	1
05 Monadnock Family Services	203	4	1	562	7	2
06 Community Council of Nashua	925	8	0	959	8	1
07 Mental Health Center of Greater Manchester	2,576	7	0	3,040	5	0
08 Seacoast Mental Health Center	1,412	13	1	1,294	14	0
09 Community Partners	508	2	2	390	2	1
10 Center for Life Management	494	10	0	719	23	0
Total ACT Screening	10,028	96	13	10,451	121	11

Revisions to Prior Period: None

Data Source: NH Phoenix 2 and CMHC self-reported ACT screening records. ACT screenings submitted through Phoenix capture ACT screenings provided to clients found eligible for state mental health services. Phoenix does not capture data for non-eligible clients; 3 CMHCs submit this data through Phoenix. 7 CMHCs self-report; all such screenings are contained in this table.

Notes: Data extracted 5/17/2019. "Unique Clients Screened" is defined as individuals that had a documented ACT screening during the identified reporting period, including individuals already on ACT who were re-screened for ACT. "Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT" is defined as screened individuals not already on ACT that resulted in referral for an ACT assessment. "New Clients Receiving ACT Services within 90 days of ACT Screening" is defined as individuals who were not already on ACT that received an ACT screening in the preceding quarter and then began receiving ACT services.

1c. Community Mental Health Center Services: New Assertive Community Treatment Clients

Community Mental Health Center	January – March 2019				October - December 2018			
	January 2019 New ACT Clients	February 2019 New ACT Clients	March 2019 New ACT Clients	Total New ACT Clients	October 2018 New ACT Clients	November 2018 New ACT Clients	December 2018 New ACT Clients	Total New ACT Clients
01 Northern Human Services	2	5	2	9	9	0	5	14
02 West Central Behavioral Health	2	2	4	8	4	3	5	12
03 Lakes Region Mental Health Center	1	2	2	5	0	0	1	1
04 Riverbend Community Mental Health Center	9	6	5	20	1	3	6	10
05 Monadnock Family Services	1	0	2	3	2	0	3	5
06 Community Council of Nashua	2	4	1	7	2	1	1	4
07 Mental Health Center of Greater Manchester	12	10	4	26	8	11	8	27
08 Seacoast Mental Health Center	2	0	0	2	0	2	2	4
09 Community Partners	2	0	5	7	2	1	4	7
10 Center for Life Management	0	1	4	5	1	0	0	1
Total New ACT Clients	33	30	29	92	29	21	35	85

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 4/18/2019; New ACT Clients are defined as individuals who were not already on ACT within 90-days prior and then began receiving ACT services. This information is not limited to the individuals that received an ACT screening within the previous 90-day period and may include individuals transitioning from a higher or lower level of care into ACT.

1d. Community Mental Health Center Services: Assertive Community Treatment Waiting List

As of 3/31/2019						
Total	Time on List					
	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
2	1	1	0	0	0	0
As of 12/31/2018						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
6	3	0	0	1	1	1

Revisions to Prior Period: None

Data Source: BMHS Report

Notes: Data compiled 5/6/2019

2a. Community Mental Health Center Services: Assertive Community Treatment Staffing Full Time Equivalents

Community Mental Health Center	March 2019						December 2018	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
01 Northern Human Services	1.49	1.90	12.90	0.51	16.80	1.15	17.31	1.15
02 West Central Behavioral Health	0.60	1.70	3.20	1.30	6.80	0.38	5.75	0.25
03 Lakes Region Mental Health Center	0.80	2.00	4.50	1.00	8.30	0.75	7.35	0.75
04 Riverbend Community Mental Health Center	0.50	3.00	7.00	1.00	11.50	0.50	10.50	0.50
05 Monadnock Family Services	1.25	4.25	3.00	1.00	9.50	0.65	9.00	0.65
06 Community Council of Nashua 1	0.50	2.00	3.50	0.50	6.50	0.25	5.00	0.25
06 Community Council of Nashua 2	0.50	1.00	2.50	0.50	4.50	0.25	4.00	0.25
07 Mental Health Center of Greater Manchester-CTT	1.50	10.00	1.75	1.00	14.25	0.72	14.25	1.02
07 Mental Health Center of Greater Manchester-MCST	1.50	8.00	5.25	1.00	15.75	0.72	15.75	1.02
08 Seacoast Mental Health Center	1.00	2.10	5.00	1.00	9.10	0.60	11.10	0.60
09 Community Partners	0.50	2.00	5.75	0.50	8.75	0.63	7.75	0.50
10 Center for Life Management	1.25	2.00	4.04	0.57	7.86	0.40	6.55	0.40
Total	11.39	39.95	58.39	9.88	119.61	7.00	114.31	7.34

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	March 2019	December 2019	March 2019	December 2019	March 2019	December 2019
01 Northern Human Services	4.75	4.95	12.55	12.75	2.35	2.35
02 West Central Behavioral Health	0.35	0.35	4.00	2.75	0.20	0.40
03 Lakes Region Mental Health Center	2.75	2.50	3.75	4.55	3.00	3.00
04 Riverbend Community Mental Health Center	1.50	1.50	9.50	8.50	0.50	0.50
05 Monadnock Family Services	2.40	2.40	4.00	4.00	0.50	0.50
06 Community Council of Nashua 1	1.25	2.25	5.50	4.50	1.50	1.50
06 Community Council of Nashua 2	2.00	1.00	3.50	3.50	0.50	0.50
07 Mental Health Center of Greater Manchester-CCT	11.72	12.02	11.75	11.75	1.00	1.00
07 Mental Health Center of Greater Manchester-MCST	4.72	6.02	12.75	12.75	1.50	1.50
08 Seacoast Mental Health Center	2.00	3.00	5.00	6.00	1.00	1.00
09 Community Partners	1.00	1.00	2.00	2.00	1.25	1.25
10 Center for Life Management	3.00	3.00	6.31	5.00	0.30	0.30
Total	37.44	39.99	80.61	78.05	13.60	13.80

Revisions to Prior Period: None

Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report

Notes: Data compiled 4/18/2019; for 2b: the Staff Competency values reflect the sum of FTEs trained to provide each service type. These numbers are not a reflection of the services delivered, rather the quantity of staff available to provide each service. If staff is trained to provide multiple service types, their entire FTE value will be credited to each service type.

3a. Community Mental Health Center Services: Annual Adult Supported Employment Penetration Rates for Prior 12 Month Period

	12 Month Period Ending March 2019			Penetration Rate for Period Ending December 2018
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
Community Mental Health Center				
01 Northern Human Services	NA*	1,286	NA*	NA*
02 West Central Behavioral Health	173	635	27.2%	32.2%
03 Lakes Region Mental Health Center	232	1,298	17.9%	11.8%
04 Riverbend Community Mental Health Center	340	1,829	18.6%	17.2%
05 Monadnock Family Services	80	998	8.0%	7.80%
06 Community Council of Nashua	256	1,895	13.5%	13.0%
07 Mental Health Center of Greater Manchester	1405	3,317	42.4%	43.9%
08 Seacoast Mental Health Center	580	1,807	32.1%	31.0%
09 Community Partners	105	752	14.0%	18.0%
10 Center for Life Management	212	1,011	21.0%	22.9%
Total Unique Clients	NA*	14,602	NA*	NA*

Revisions to Prior Period: None

Data Source: NH Phoenix 2

Notes: Data extracted 4/17/2019; clients are counted only one time regardless of how many services they receive.

*Northern Human Services made an adjustment to its data reporting system that inadvertently resulted in an understatement of its Supported Employment penetration rate later extracted from Phoenix. It has since made an additional adjustment to correct this issue. The supported employment penetration rate is anticipated to reflect the correction in the reporting period ending June 30, 2019.

3b. Community Mental Health Center Clients: Adult Employment Status - Total

Reported Employment Status Begin Date: 01/01/2019 End Date: 03/31/2019 Employment Status Update Overdue Threshold: 105 days	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health Center	Mental Health Center of Greater Manchester	Community Partners	Seacoast Mental Health Center	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage October - December 2018
Updated Employment Status:												
Full time employed now or in past 90 days	72	29	37	102	41	107	215	195	40	52	890	762
Part time employed now or in past 90 days	180	46	125	272	131	229	359	256	74	136	1,808	1,622
Unemployed	177	91	32	89	130	751	889	87	155	488	2,889	2,847
Not in the Workforce	470	155	589	893	436	216	586	756	266	103	4,470	3,809
Status is not known	25	71	144	90	11	106	10	3	11	46	520	1,156
Total of Eligible Adult CMHC Clients	924	392	927	1,446	749	1,409	2,059	1,297	546	825	10,577	10,196
Previous Quarter: Total of Eligible Adult CMHC Clients	869	396	876	1,365	725	1,375	2,015	1,175	563	837		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	7.8%	7.4%	4.0%	7.0%	5.5%	7.6%	10.4%	15.0%	7.3%	6.3%	8.4%	7.0%
Part time employed now or in past 90 days	19.5%	11.7%	13.5%	18.8%	17.5%	16.3%	17.4%	19.7%	13.6%	16.5%	17.1%	15.3%
Unemployed	19.2%	23.2%	3.5%	6.1%	17.4%	53.3%	43.2%	6.7%	28.4%	59.2%	27.3%	26.6%
Not in the Workforce	50.9%	39.5%	63.5%	61.6%	58.2%	15.3%	28.5%	58.3%	48.7%	12.5%	42.3%	39.3%
Status is not known	2.7%	18.1%	15.5%	6.4%	1.5%	7.5%	0.5%	0.2%	2.0%	5.6%	4.9%	11.8%
Percentage by Timeliness of Employment Status Screening:												
Update is Current	30.4%	37.8%	78.1%	89.2%	70.0%	96.0%	76.1%	92.8%	78.8%	99.9%	78.9%	68.4%
Update is Overdue	69.6%	62.2%	21.9%	10.8%	30.0%	4.0%	23.9%	7.2%	21.2%	0.1%	21.1%	31.6%
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	19.6%	24.2%	74.4%	89.4%	50.9%	97.6%	78.4%	70.8%	79%	100%		
Update is Overdue	80.4%	75.8%	25.6%	10.6%	49.1%	2.4%	21.6%	29.2%	21%	0%		

3c. Community Mental Health Center Clients: Adult Employment Status – Recent Users of Supportive Employment Services (At Least One Billable Service in Each of Month of the Quarter)

Supported Employment Cohort	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health Center	Mental Health Center of Greater Manchester	Community Partners	Seacoast Mental Health Center	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage October - December 2018
Reported Employment Status												
Begin Date: 01/01/2019												
End Date: 03/31/2019												
Updated Employment Status:												
Full time employed now or in past 90 days	1	0	0	1	0	3	7	0	0	3	15	22
Part time employed now or in past 90 days	18	7	12	33	13	12	37	10	8	23	173	145
Unemployed	9	6	3	13	7	22	30	8	4	20	122	113
Not in the Workforce	15	1	18	6	5	7	7	14	2	0	75	56
Status is not known	0	2	10	2	0	3	0	0	0	0	17	56
Total of Supported Employment Cohort	43	16	43	55	25	47	81	32	14	46	402	392
Previous Quarter: Total of Supported Employment Cohort	40	18	31	56	21	42	99	26	14	45		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	2.3%	0.0%	0.0%	1.8%	0.0%	6.4%	8.6%	0.0%	0.0%	6.5%	3.7%	4.8%
Part time employed now or in past 90 days	41.9%	43.8%	27.9%	60.0%	52.0%	25.5%	45.7%	31.3%	57.1%	50.0%	43.0%	34.5%
Unemployed	20.9%	37.5%	7.0%	23.6%	28.0%	46.8%	37.0%	25.0%	28.6%	43.5%	30.3%	28.2%
Not in the Workforce	34.9%	6.3%	41.9%	10.9%	20.0%	14.9%	8.6%	43.8%	14.3%	0.0%	18.7%	19.0%
Status is not known	0.0%	12.5%	23.3%	3.6%	0.0%	6.4%	0.0%	0.0%	0.0%	0.0%	4.2%	13.6%

Revisions to Prior Period: None

Data Source: Phoenix 2

Note 3b-c: Data extracted 4/18/2019. Updated Employment Status refers to CMHC-reported status and reflects the most recent update. Update is Current refers to an employment status most recently updated within the past 105 days. Update is Overdue refers to an employment status most recently updated in excess of 105 days. Actual client employment status may have changed since last updated by CMHC in Phoenix. Employed refers to clients employed in a competitive job that has these characteristics: exists in the open labor market, pays at least a minimum wage, anyone could have this job regardless of disability status, job is not set aside for people with disabilities, and wages (including benefits) are not less than for the same work performed by people who do not have a mental illness. Full time employment is 20 hours and above; part time is anything 19 hours and below. Unemployed refers to clients not employed but are seeking or interested in employment.

Not in the Workforce are clients who are homemakers, students, retired, disabled, hospital patients or residents of other institutions, or are in a sheltered/non-competitive employment workshop, or are otherwise not in the labor force or not employed and not seeking or interested in employment. Unknown refers to clients with an employment status of "unknown", or without a status reported, or with an erroneous status code in Phoenix.

4a. New Hampshire Hospital: Adult Census Summary

Measure	January - March 2019	October - December 2018
Admissions	189	193
Mean Daily Census	149	153
Discharges	182	192
Median Length of Stay in Days for Discharges	27	20
Deaths	0	0

Revisions to Prior Period: None

Data Source: Avatar

Notes 4a: Data extracted 5/13/2019; Mean Daily Census includes patients on leave and is rounded to nearest whole number

4b. New Hampshire Hospital: Summary Discharge Location for Adults

Discharge Location	January - March 2019	October - December 2018
Home - Lives with Others	80	79
Home - Lives Alone	50	65
CMHC Group Home	4	8
Private Group Home	1	2
Nursing Home	1	2
Hotel-Motel	4	1
Homeless Shelter/ No Permanent Home	14	6
Discharge/Transfer to IP Rehab Facility	6	8
Secure Psychiatric Unit - SPU	1	0
Peer Support Housing	0	0
Jail or Correctional Facility	6	4
Glenclyff Home for the Elderly	2	4
Other	4	7
Unknown	9	6

4c. New Hampshire Hospital: Summary Readmission Rates for Adults

Measure	January - March 2019	October - December 2018
30 Days	5.3% (10)	7.3% (14)
90 Days	14.8% (28)	18.1% (35)
180 Days	21.2% (40)	25.9% (50)

Revisions to Prior Period: None.

Data Source: Avatar

Notes 4b-c: Data compiled 5/13/2019; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions lookback period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times – once for each readmission; the number in parentheses is the number of readmissions.

5a. Designated Receiving Facilities: Admissions for Adults

Designated Receiving Facility	January - March 2019		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	57	69	126
Cypress Center	33	149	182
Portsmouth	81	268	349
Elliot Geriatric Psychiatric Unit	7	49	56
Elliot Pathways	58	65	123
Total	236	600	836
Designated Receiving Facility	October - December 2018		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	40	47	87
Cypress Center	46	152	198
Portsmouth	84	291	375
Elliot Geriatric Psychiatric Unit	4	60	64
Elliot Pathways	37	35	72
Total	211	585	796

5b. Designated Receiving Facilities: Mean Daily Census for Adults

Designated Receiving Facility	January - March 2019	October - December 2018
Franklin	8.5	10.7
Cypress Center	14.5	9.2
Portsmouth	30.4	27.4
Elliot Geriatric Psychiatric Unit	22.6	33.4
Elliot Pathways	14.9	10.7
Total	90.9	91.4

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	January - March 2019	October - December 2018
Franklin	124	89
Manchester (Cypress Center)	177	204
Portsmouth	348	358
Elliot Geriatric Psychiatric Unit	56	62
Elliot Pathways	106	79
Total	811	792

5d. Designated Receiving Facilities: Median Length of Stay in Days for Discharges for Adults

Designated Receiving Facility	January - March 2019	October - December 2018
Franklin	5	4
Manchester (Cypress Center)	5	3
Portsmouth	6	4
Elliot Geriatric Psychiatric Unit	18	31
Elliot Pathways	8.5	7
Total	6	5

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	January - March 2019						
	Assisted Living/Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	1	0	1	116	0	0	6
Manchester (Cypress Center)	10	0	6	153	0	0	8
Portsmouth Regional Hospital	0	0	0	249	0	6	93
Elliot Geriatric Psychiatric Unit	28	3	2	20	0	0	3
Elliot Pathways	0	0	0	92	0	3	11
Total	39	3	9	630	0	9	121

Designated Receiving Facility	October - December 2018						
	Assisted Living/Group Home	Deceased	DRF*	Home	Other Hospital	NH Hospital	Other
Franklin	1	0	2	79	0	0	7
Manchester (Cypress Center)	6	0	8	178	0	0	12
Portsmouth Regional Hospital	1	0	9	266	0	0	82
Elliot Geriatric Psychiatric Unit	34	3	4	13	0	0	8
Elliot Pathways	2	0	4	70	0	0	3
Total	44	3	27	606	0	0	112

*Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF.

5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	January - March 2018		
	30 Days	90 Days	180 Days
Franklin	7.9% (10)	10.3% (13)	10.3% (13)
Manchester (Cypress Center)	5.5% (10)	14.8% (27)	17.6% (32)
Portsmouth	12.9% (45)	19.5% (68)	23.5% (82)
Elliot Geriatric Psychiatric Unit	5.4% (3)	5.4% (3)	5.4% (3)
Elliot Pathways	4.9% (6)	5.7% (7)	7.3% (9)
Total	8.9% (74)	14.1% (118)	16.6% (139)

Designated Receiving Facility	October - December 2018		
	30 Days	90 Days	180 Days
Franklin	2.3% (2)	4.6% (4)	5.7% (5)
Manchester (Cypress Center)	7.1% (14)	11.1% (22)	15.2% (30)
Portsmouth	7.7% (29)	14.9% (56)	20.3% (76)
Elliot Geriatric Psychiatric Unit	6.3% (4)	7.8% (5)	9.4% (6)
Elliot Pathways	2.8% (2)	5.6% (4)	9.7% (7)
Total	6.4% (51)	11.4% (91)	15.6% (124)

Revisions to Prior Period: None.

Data Source: NH DRF Database

Notes: Data compiled 5/17/2019.

6. Glenclyff Home: Census Summary

Measure	January - March 2019	October - December 2018
Admissions	13	5
Average Daily Census	112	111
Discharges	0	1 (3-person medical model group home)
Individual Lengths of Stay in Days for Discharges	0	550
Deaths	5	6
Readmissions	0	0
Mean Overall Admission Waitlist	27	25

Revisions to Prior Period: None.

Data Source: Glenclyff Home

Notes: Data Compiled 5/7/2019; Mean rounded to nearest whole number; Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.

7. NH Mental Health Client Peer Support Agencies: Census Summary

Peer Support Agency	January - March 2019		October - December 2018	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	224	36	257	42
Conway	33	9	28	11
Berlin	86	7	135	9
Littleton	56	10	46	10
Colebrook	49	10	48	12
Stepping Stone Total	377	14	262	15
Claremont	308	10	200	11
Lebanon	69	4	62	4
Cornerbridge Total	180	14	139	12
Laconia	69	6	54	5
Concord	84	8	59	7
Plymouth Outreach	27	NA	26	NA
MAPSA Keene Total	144	14	43	14
HEARTS Nashua Total	411	34	423	35
On the Road to Recovery Total	122	10	82	10
Manchester	64	5	48	5
Derry	58	5	34	5
Connections Portsmouth Total	130	15	45	17
TriCity Coop Rochester Total	175	21	139	21
Total	1,763	158	1,390	166

Revisions to Prior Period: None

Data Source: Bureau of Mental Health Services and Peer Support Agency Quarterly Statistical Reports

Notes: Data Compiled 5/23/2019; Average Daily Visits are not applicable for Outreach Programs.

8. Housing Bridge Subsidy Program: Summary of Individuals Served to Date

Subsidy	January – March 2019		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	812	0	812
Section 8 Voucher-Transitioned from Housing Bridge	129	8	137
Subsidy	October - December 2018		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	812	0	812
Section 8 Voucher-Transitioned from Housing Bridge	125	4	129

Revisions to Prior Period: None

Data Source: Bureau of Mental Health Services and Housing Bridge Provider

Notes: Data Compiled 5/17/2019. Figures at start and end of each quarter are cumulative total of individuals served since CMHA quarterly reporting began in 2015.

8a. Housing Bridge Subsidy Program: Current Census of Units/Individuals with Active Funding Status

Measure	As of 3/31/2019	As of 12/31/2018
Rents Currently Being Paid	389	418
Individuals Accepted and Working Towards Bridge Lease	11	8
Total	400	426

Revisions to Prior Period: None

Data Source: Bureau of Mental Health Services and Housing Bridge Provider

Notes: Data Compiled 5/22/2019; all individuals currently on Bridge Program are intended to transition from the program to other permanent housing).

8b. Housing Bridge Subsidy Program: Clients Linked to Mental Health Care Provider Services

Measure	As of 3/31/2019	As of 12/31/18
Housing Bridge Clients Linked	337/400 (84%)	373/443 (84%)

Data source: Bureau of Mental Health Services data, Phoenix 2, and Medicaid claims

Notes: Data compiled 5/23/2019; "Housing Bridge Clients Linked" refers to Housing Bridge clients who received a mental health service(s) within the previous 3 months, documented as a service or claim data found in Phoenix or the Medicaid Management Information System (MMIS).

8c. Housing Bridge Subsidy Program: Density of HBSP Funded Units at Same Property Address*

Number of HBSP Funded Unit(s)* at Same Address	Frequency as of 3/31/2019	Frequency as of 12/31/2018
1	315	329
2	18	27
3	3	4
4	2	3
5	2	1
6	0	0
7	0	1
8 or more	1	1

*All units are individual units; property address may include multiple buildings, such as apartment complexes.

Revisions to Prior Period: None

Data Source: Bureau of Mental Health data compiled by Office of Quality Assurance and Improvement

Notes: Data Compiled 5/17/2019

8d. Housing Bridge Subsidy Program: Applications

Measure	January – March 2019	October - December 2018
Applications Received During Period	29	12
Point of Contact for Applications Received	CMHCs: 22; NHH: 5; Other (1)	CMHCs: 12
Applications Approved	14	5
Applications Denied	0	0
Denial Reasons	NA	NA
Total Applications in Process at End of Period	53	209

Revisions to Prior Period: Applications in Process at End of Period was incorrect.

Data Source: Bureau of Mental Health Services

Notes: Data Compiled 5/17/2019

8e. Housing Bridge Subsidy Program: Terminations

Type and Reason	January - March 2019	October – December 2018
Terminations – DHHS Initiated	1	0
Over Income	1	NA
Exited Program – Client Related Activity	27	15
Voucher Received	8	4
Deceased	1	1
Over Income	0	1
Moved Out of State	0	3
Declined Subsidy at Recertification	13	3
Higher Level of Care Accessed	1	3
Other Subsidy Provided	2	0
Moved in with family	2	0
Total	28	15

Data Source: Bureau of Mental Health Services and Housing Bridge Provider

Notes: Data Compiled 5/17/2019

8f. Housing Bridge Subsidy Program: Application Processing Times

Average Elapsed Time of Application Processing (calendar days)*	January - March 2019	October – December 2018
Completed Application to Determination	1	1
Approved Determination to Funding Availability (see waitlist, Table 9b for detail)	NA	NA
Referred to Vendor with Funded HB Slot	NA	NA
Leased Unit Secured	NA	NA

Data Source: Bureau of Mental Health Services

Notes: Data Compiled 5/17/19

*Elapsed time measure reporting was implemented 10/1/18 and applies to any application received on or after that date.

9. Housing Bridge Subsidy Program Waitlist: Approved Applications

As of 3/31/2019							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
38	13	1	0	0	0	2	22
As of 12/31/2018							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
39	0	0	3	5	2	0	29

Revisions to Prior Period: The number of individuals waiting and the number of days waiting were miscalculated.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider

Notes: Data Compiled: 5/17/2019.

10. Supported Housing Subsidy Summary

Subsidy	January - March 2019	October - December 2018
	Total subsidies by end of quarter	Total subsidies by end of quarter
Housing Bridge Subsidy: Units Currently Active	389	418
Individual actively acquiring unit	11	8
Section 8 Voucher: Transitioned from Housing Bridge*	137	129
Not Previously Receiving Housing Bridge	1	7
811 (PRA and Mainstream)*	43	40
Other (HUD, Public Housing, VA)	1	6
Total Supported Housing Subsidies	582	608

Revisions to Prior Period: Not Applicable – Table 10 is newly incorporated into this report.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider

Notes: Data Compiled 5/22/2019; Section 8 Voucher Not Previously Receiving Housing Bridge are CMHC clients that received a Section 8 Voucher without previously receiving a Housing Bridge subsidy; 811 (PRA and Mainstream) are CMHC clients that received a PRA or Mainstream 811 funded unit with or without previously receiving a Housing Bridge subsidy; Other (HUD, Public Housing, VA) are CMHC clients that received a unit funded through other HUD or Public Housing sources with or without previously receiving a Housing Bridge subsidy.

*These counts are cumulative; increasing over time since originally reporting this data within the CMHA Quarterly Data Report.

11a. Mobile Crisis Services and Supports for Adults: Riverbend Community Mental Health Center

Measure	January 2019	February 2019	March 2019	January - March 2019	October - December 2018
Unique People Served in Month	287	267	243	500	689
Services Provided by Type					
Case Management	0	0	0	0	0
Crisis Apartment Service	0	0	0	0	0
Crisis Intervention Services	23	20	11	54	66
ED Based Assessment	0	0	0	0	
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	51	49	57	157	167
Office-Based Urgent Assessments	38	43	42	123	138
Other	0	0	0	0	
Peer Support	0	0	0	0	0
Phone Support/Triage	339	311	309	959	773
Psychotherapy	0	0	0	0	0
Referral Source					
CMHC Internal	22	20	21	63	50
Emergency Department	2	1	1	4	7
Family	14	15	9	38	40
Friend	4	6	5	15	8
Guardian	10	5	10	25	46
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	10	18	12	40	37
Other	1	1	2	4	8
Police	8	6	3	17	13
Primary Care Provider	10	3	2	15	7
Self	200	191	198	589	422
School	6	1	3	10	24
Crisis Apartment					
Apartment Admissions	28	30	27	85	71
Apartment Bed Days	124	121	87	332	273
Apartment Average Length of Stay	4.42	4.03	3.22	3.91	3.41
Law Enforcement Involvement					
	19	26	34	79	44
Hospital Diversions Total					
	183	168	171	522	566

Revisions to Prior Period: None

Data Source: Riverbend CMHC submitted report.

Notes: Data Compiled 4/23/2019; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11b. Mobile Crisis Services and Supports for Adults: Mental Health Center of Greater Manchester

Measure	January 2019	February 2019	March 2019	January - March 2019	October - December 2018
Unique People Served in Month	310	273	267	700	587
Services Provided by Type					
Case Management	46	46	40	132	135
Crisis Apartment Service	14	6	6	26	112
Crisis Intervention Service	38	38	37	113	231
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	7
Mobile Community Assessments	102	89	92	283	283
Office-Based Urgent Assessments	21	22	22	65	68
Other	302	277	214	793	823
Peer Support	0	0	0	0	0
Phone Support/Triage	519	499	502	1,520	1,596
Psychotherapy	0	1	0	1	1
Referral Source					
CMHC Internal	8	11	11	30	35
Emergency Department	1	1	0	2	3
Family	45	57	49	151	124
Friend	5	3	10	18	9
Guardian	6	12	7	25	12
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	13	8	12	33	26
Other	43	46	39	128	132
Police	68	51	91	210	235
Primary Care Provider	25	9	17	51	40
Self	154	159	120	433	506
School	0	0	0	0	0
Crisis Apartment					
Apartment Admissions	7	3	3	13	16
Apartment Bed Days	18	9	15	42	73
Apartment Average Length of Stay	2.6	3.0	5.0	3.2	4.6
Law Enforcement Involvement					
	68	51	91	210	235
Hospital Diversion Total					
	384	372	364	1,120	1,157

Revisions to Prior Period: None

Data Source: Phoenix 2

Notes: Data Compiled 4/23/2019; reported values other than the Unduplicated People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

11c. Mobile Crisis Services and Supports for Adults: Harbor Homes

Measure	January 2019	February 2019	March 2019	January – March 2019	October - December 2018
Unique People Served in Month	229	237	219	561	462
Services Provided by Type					
Case Management	134	143	128	405	402
Crisis Apartment Service	109	84	75	268	308
Crisis Intervention Services	0	0	0	0	2
ED Based Assessment	17	21	6	44	18
Medication Appointments or Emergency Medication Appointments	1	0	0	1	23
Mobile Community Assessments	152	151	131	434	424
Office-Based Urgent Assessments	7	6	6	19	30
Other	0	0	0	0	1
Peer Support	144	107	89	340	351
Phone Support/Triage	279	249	236	764	677
Psychotherapy	21	12	17	50	4
Referral Source					
CMHC Internal	35	37	28	100	112
Emergency Department	16	8	17	41	0
Family	18	16	16	50	41
Friend	2	2	10	14	17
Guardian	0	1	0	1	0
MCT Hospitalization	1	0	0	1	0
Mental Health Provider	52	22	24	98	68
Other	150	129	114	393	497
Police	4	0	3	7	21
Primary Care Provider	0	2	2	4	0
Self	40	83	95	218	162
Schools	18	13	16	47	40
Crisis Apartment					
Apartment Admissions	16	12	10	38	62
Apartment Bed Days	82	70	70	222	315
Apartment Average Length of Stay	5.13	5.83	7.00	5.84	5.08
Law Enforcement Involvement					
	4	0	0	4	0
Hospital Diversion Total					
	405	394	340	1,139	1,025

Revisions to Prior Period: None

Data Source: Harbor Homes submitted data

Notes: Data Compiled 4/23/2019; reported values other than the Unique People Served in Month value are not de-duplicated at the individual person level; individual people can account for multiple instances of service use, hospital diversions, etc.

Appendix A

A1 Housing Bridge Subsidy Program: Applications Previously in Pending Status Removed

156 previously pending applications were removed from the HBSP pending application log as the applications are no longer active due to the individual being deceased, obtaining other housing options through other sources, including on their own, or have moved away or are no longer in any contact with the referring agent

A2 Housing Bridge Subsidy Program Waitlist: Approved Applications Removed from Waitlist

Waitlist Removal Reason	January – March 2019	October - December 2018
Deceased	1	NA
Individual disconnected from services	3	NA
Other permanent housing acquired	3	NA
Referring entity requested removal	8	NA
Total	15	NA

Data Source: Bureau of Mental Health Services and Housing Bridge Provider

Notes: Data Compiled: 5/17/2019.